

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION  
MANAGEMENT COMMITTEE MEETING  
HELD ON 29<sup>th</sup> April 2025  
IN THE KCHA OFFICES**

Present: Elaine Shaw (ES)  
John Barclay (JB)  
Kirsteen McLerie (KM)  
Arlene Martin (AM)  
Louise Herity (LH)  
Margaret McKenzie (MM)  
Sharon McDonald (SM)  
Fiona Mills (FM)  
Jane McDonald ( JM)  
Stephanie Ritchie ( SR)

In Attendance: Daniel Wilson (DW)

**1 Apologies**

Robert Wards

**2 Declarations of interest**

None declared

**3 Minutes of Last Meeting held on 25<sup>th</sup> March 2025**

The minutes were agreed upon, being first proposed by JM and seconded by AM.

**4 Annual Return on the Charter ( ARC) report**

DW presented the ARC report to the MC. The report included as an appendix the full ARC submission, but also highlighted the key performance indicators and provided a comparison across previous years' performance by KCHA.

**Further Information Redacted**

A conversation was had by the MC about the allocation of properties. The MC reviewed the refusal levels, which have seen no refusals within the year, and it was commented that this was a very good result and reflective of hard work across departments to both allocate efficiently and to ensure our voids are at the highest standard. The Committee were mindful that we have a duty to provide a high number of properties to the Homeless Case work team for allocation, via the section 5 referral process and this is being reflected in the high percentage of properties allocated in this manner. The Committee also commented on the fact that our turnover remains low, and that there were very few properties given up within the year. The MC discussed how we must also balance allocations to ensure that

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current tenants of KCHA that are being impacted by overcrowding or under occupancy are given appropriate priority, to continue to ensure that we alleviate the challenges faced by such sitting tenants.

The MC considered the current housing crisis and factors that are contributing to the high demand within Glasgow. FM advised the MC that housing legislation is different in England, and that this may increase demand for properties in Scotland as they offer more secure tenancies, as well as due to changes in Scottish legislation with regard to homelessness and local connection. FM also explained that the Local Housing Allowance was increased; therefore, private landlords are increasing their rent, adding to the affordability challenges faced by tenants within the sector. JM questioned whether there was likely to be any changes to the security of tenure within Scotland, and DW advised that there was no legislation in progress that sought to change the security of an SST, so Scottish tenancies are likely to remain secure.

DW pointed to the satisfaction indicators, as previously reported to the MC, our tenant satisfaction levels remain very high.

He then advised on the housing quality standards. He detailed that we have now carried out two stock condition surveys in the last two years, which have provided a great understanding of the quality of our properties, this survey equating to around 70% of our whole stock. 100% of our properties meet the Scottish Housing Quality Standard. These surveys will now be used to shape our thirty-year investment plans.

The repair performance was discussed, with the MC noting that times for both emergency and non-emergency repairs to be completed was very good. The MC asked that their thanks be passed on to the staff working to oversee these repairs. The number of complaints that we have managed in the year, both service and neighbour complaints, has increased, and this is reflective of the staffing team having undergone complaints training. The MC noted that the complaints were all addressed within timescales.

The MC discussed the increased costs for adaptations carried out within the year. It was reflected that this had previously been considered and agreed by the MC, however, they also asked DW to provide a report to the next Committee providing enhanced details on these spends, particularly with regard to the number of properties that have been adapted in the last year and the costs per adaptation.

The MC reviewed the slight increase in rent arrears from 2.6 to 2.9%. It was appreciated that this did not constitute a dramatic rise, and the Associations arrears are far lower than many comparable organisations. This however will be an area for focus in the coming year.

The MC agreed the submission of the ARC and requested that ES, as chairperson, authorise this.

## **5 KPI Performance report Quarter 4**

DW presented the KPI performance report on quarter 4.

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He detailed that the results for the year are reflective of the ARC and as such, are detailed in the previous discussion. The only area to highlight was two repairs not carried out right the first time, this being an issue due to sourcing parts.

**6 Risk Register**

DW updated the MC on changes to the Risk Registers, many of these being in reflection of areas already discussed at the meeting. The Housing Management register has seen a slight increase in risk with regard to rent arrears in reflection of their slight increase. The Asset Management register has seen a slight increase in reflection of the challenges in contractors securing parts.

DW advised that the key changes to the finance register are a result of the likely impacts of increased trade tariffs and what they may mean for repair costs.

The MC noted the updated registers.

**7 Board Planner**

The MC discussed the updated Board Planner for the year. They advised that they were happy that the standing items were reflective of the key areas in which they would seek assurance throughout the year.

**8 Procurement of External Auditor**

The MC considered the tenders which were received in relation to procuring an external auditor. The MC agreed that ■■■ had provided the best submission reflective of quality, knowledge and costs, and instructed DW to go ahead with their appointment.

**9 SHR Engagement Plan**

DW provided the MC with the new SHR engagement plan. This detailed KCHA's return to compliance. MC noted the hard work that had been undertaken by both the Committee and staff to achieve this. In accordance with this plan, they asked DW to continue to update MC on our progress in line with the Governance Improvement Action Plan. DW highlighted that it is also important that MC continues to ensure their own assurance that the Association is meeting the regulatory requirements. He asked that all MC members continue to regularly visit the online evidence bank. He also advised that if any member wished a refresh on the evidence bank, the regulatory standards, or to discuss any aspect of Assurance, they were free to speak to him.

**10 Standing Orders**

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DW advised the MC that the Standing Orders are scheduled to be reviewed. He highlighted the importance of this policy towards the efficient governance of the Association. He also advised that some of the standing orders have now become at odds with the Rules, and as such require to be updated, whilst other standing orders may be creating an undue challenge on the efficient running of the Association.

**Point 1** – regarding meetings being in quorate – as the rules state we require 4 MC members in attendance to be quorate, it was proposed that the standing orders reflect the same number. The MC agreed that this should be the case.

**Point 2** – regarding if a meeting has been in-quorate then the meeting has to be held within a week. MC discussed and agreed that, as the secretary could call a meeting, this would be a better process. Especially as it may be that the meeting wasn't required to be arranged that quickly.

**Point 3** – regarding the Chair being able to extend meetings. The MC agreed that the chair does not have this power and this should be removed, reflecting instead on the Rules which require a vote before any meeting is extended.

**Point 4** – Confidentiality clause – In accordance with the suggestion from the external governance review, a clause will be added to the standing orders reflecting the importance of observing confidentiality at meetings.

**Point 5** – Emergency Powers – although rarely used, these have now been tidied and clarified in the standing orders. DW reminded the MC of the rare circumstances in which it may be essential to apply these.

**Point 6** – Recruitment – This rule has been tidied to reflect the current practice. The MC delegates recruitment responsibility to the director for all staffing recruitment. Any change to grades, creation, or removal of posts will require MC agreement.

**Point 7** – Duty to oversee audits – A clause has been added to reflect that MC has a duty to oversee both internal and external audits.

**Point 9** - Housing Management – The MC agreed that this clause should be amended to reflect that their responsibility for housing management is strategic and not operational.

**Point 10** – Petty Cash – the standing order has been updated to reflect that this is not required to be reported monthly. Petty cash is reported alongside the accounts.

**Point 12** – Servicing of Management Committee – Currently says all documents to be reviewed every 3 years. DW proposed we change this to reflect what we are currently doing with the planner, as discussed earlier in the meeting. MC agreed to this change.

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**11 Drumcog Gas Maintenance Contract**

**Confidential Information Redacted**

**12 Updated Policies**

DW advised that the Treasury Management Policy has been updated, this being to reflect best practice within the sector. MC agreed to these updates.

**13 New Policy**

Neonatal Care Leave and Pay Policy – new policy from EVH. MC agreed with this policy.

**14 & 15 CAB reports**

DW presented to the MC the quarterly and annual reports from Citizens Advice. The MC discussed these and agreed that CAB are providing an essential service to our tenants in financial need.

**16. Membership Applications and Cancellations**

There were no changes to the membership of the Association.

**17. AOB**

- **Windows contract** with Sidey for Inchfad Drive and Crescent. As the contract has drawn towards completion, DW detailed that we have carried out a survey of tenants to gauge their views. This has detailed that the vast majority of tenants are very happy with both the work, the quality of the work, and their interactions with the contractors. DW advised that we have also appointed a quantity surveyor and a clerk of works to carry out external checks on these works, both have reported that the quality and costs are as should be expected. **Further Information redacted**
- **Business Plan** was given out for the MC to read.
- **Stock Survey** now completed. The investment plan will be discussed at the next meeting.
- **Information Redacted**

**18. Date of next meeting**

27<sup>th</sup> May 2025 @ 17.45 @ KCHA offices